

In the News

EXECUTIVE OFFICE OF THE MAYOR

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EXECUTIVE OFFICE OF THE MAYOR

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Message from the Mayor

Last month, I announced a multi-agency initiative to relieve congestion and speed up operations at the District Department of Motor Vehicles (DMV) customer service centers and the centralized vehicle inspection station. I am committed to finding solutions to the problems that have been identified. Citizens are entitled to a system that serves them and that does so in an efficient, courteous and timely fashion. Although we have made great strides, we have an obligation to take further action immediately to improve service delivery in this essential area.

Although it has been suggested that the DMV's new Destiny computer system is responsible for some of the problems that have surfaced at the agency, the new computer system has worked well and is performing as designed with minimal interruption to ongoing operations. Many of the problems have stemmed from an increase in the number of transactions as well as newlyenforced policies that prevent citizens from getting license and registration renewals or new registrations if they have outstanding unpaid tickets, child support payments, or similar issues.

The challenge we face is to devise a system that will provide information to citizens *before* they come to the counter. We don't want to hold up the entire line while individuals sort through issues that cannot be readily resolved, leaving dozens of other citizens waiting. Our new program will provide for initial screening and identification of customers so that those who have no outstanding problems can be serviced quickly and those who require more detailed attention can be directed to a special area where they can get assistance.

The program will deploy 30 additional employees to the Department of Motor Vehicles to help bring every available window into full operation. In addition, the number of agents at the windows will be matched to periods of high customer demand. The program will also create a customer service network - utilizing phone, Internet, and in-person visitation - that will provide details to citizens and assist them in resolving problems related to their motor vehicle license and registration needs. The Department of Motor Vehicles will also mail letters to residents who have outstanding tickets so that they will be informed of such problems in advance of their license or registration renewal dates. Similar information will be included on an ongoing basis to residents as part of their "60-day advance" notice for registrations and renewals.

Additionally, I have directed Deputy Mayor Herb Tillery, DMV Director Sherryl Hobbs Newman and the Office of Contracting and Procurement to take all steps necessary to expedite the construction and implementation of the new motor vehicle inspection station on West Virginia Avenue, NE. It is hoped that through contract negotiations, the construction time frame can be compressed so that the facility will come on line as soon as possible. Efforts will also be made to expedite the award of contracts to private garages to provide re-inspection services. These developments should reduce the congestion problems DMV is now facing at its centralized inspection station on Half Street, SW.

Residents who have outstanding tickets that are dated prior to Jan. 1, 1997 can receive amnesty. This means that penalties and fees will be removed and payment due will consist of only the original face value of the ticket(s). This program will apply to parking tickets only. During the amnesty period, anyone who has a license or registration that is due for renewal will receive a six-month temporary vehicle registration or license. At the end of the six-month period, all tickets must be paid or resolved in order to renew.

Earlier this week, the City Council passed legislation that would forgive all unpaid parking tickets, fees and penalties for tickets dated prior to January 1, 1997. I am currently reviewing this proposal and will make a decision in the very near future. Until then, the current program will continue.

Lastly, beginning July 8, DMV will accept requests for payment plans. The criteria for the plan will be outstanding tickets over \$250, with 25 percent down and six months to pay. Tickets must be at least 60 days old to qualify for the plan. It should be noted that not all applicants will be accepted for the plan.

I am hopeful that these actions will improve the delivery of essential services to District residents.



AGENCY WEBSITES

[Office of Tax and Revenue](#)

[Department of Parks and Recreation](#)

[Department of Employment Services](#)

[Metropolitan Police Department](#)

[Office of Boards and Commissions](#)

[Commission on the Arts and Humanities](#)

[Advisory Neighborhood Commissions](#)

Employee Profile

Officer Brad Wagner Is Appreciated!

Davis Elementary School principal Yvonne Morse speaks glowingly of MPD Officer Brad Wagner. "Officer Wagner has been an integral part of our school community. He makes frequent visits to our school, he has attended and presented at our PTA general and executive board meetings, counseled some of our parents, attended and chaperoned some of our basketball games, our Open House and our parent-teacher conferences. He has participated in our community read-in, monitors our parking lots, hallways and the entire school environment. He has also taken our concerns to his superiors and has helped open the lines of communication between Davis Elementary School and the 6th District."



Officer Brad Wagner

The students, teachers and administrators at Davis Elementary felt so strongly about Officer Wagner that they nominated him for the Ward 7 Education Council's Outstanding Community Person award. On May 31, at its Fourth Annual Awards Banquet, the Ward 7 Education Council presented Officer Wagner with this award for his efforts in the community.

According to Principal Morse, although there is no officer assigned to Davis Elementary School on H Street, SE, Officer Wagner has "done whatever it takes and gone the extra mile to make our students and staff members feel safe and secure. He has made his presence known at our school and is highly respected by our students, parents, community and staff."

Officer Wagner has been with the MPD for almost five years — all of which has been spent with the 6th District. He is also active in the Benning Park Association and the Benning Heights Civic Association. Congratulations, Officer Wagner, and keep up the good work!

Firehouse near Tenley Circle Gets a Face-Lift

Built in 1906, Engine 20 firehouse was originally designed for horse-drawn fire wagons. It is being renovated as part of the city's capital facilities enhancement program to accommodate modern equipment and a comfortable work environment.

The DC Fire/EMS Department, the Office of Property Management and community residents have worked together to develop a design that not only preserves the historical nature of the building but ensures the Fire Department's ability to provide effective and efficient emergency response in the neighborhood.

The new design will retain much of the original character of the house while improving on the space for apparatus and quarters for personnel. The enhancements will provide a more functional facility with higher quality services while preserving the historic integrity of the building.

In each of the coming years, we'll be renovating three new firehouses.

Financial Literacy Volunteers Honored

On June 19, the DC Department of Banking and Financial Institutions (DBFI) in conjunction with the DC Public Schools and the Holiday Inn hosted a breakfast to recognize volunteer bankers and public school employees who participated in the Junior Super Savers Club (JS\$C), a unique financial literacy program offered in seven District elementary schools.

Banking Commissioner S. Kathryn Allen established the JS\$C in the fall of 1999. Its primary objective is to promote good saving habits by introducing elementary school children to local financial institutions. Specifically, the children learn about the benefits of savings, the concepts of accumulating interest and the skills needed to have a career in the financial services industry.

In addition, the JS\$C provides the opportunity and initial funding for schoolchildren to open savings accounts through partnerships with area banks.

In FY 2002, DBFI partnered with seven public schools and seven local area banks, reaching more than 800 fourth and fifth graders and their parents. Additional sites will be selected for the next school year. Listed below are area banks and school sites where this program is currently being offered:

Adams National Bank/J.O. Wilson Elementary School
Allfirst Bank/Amidon Elementary School
Allfirst Bank/Houston Elementary School
Bank of America/Walker-Jones Elementary School
Citibank/Brookland Elementary School
Sequoia Bank/Garrison Elementary School
Suntrust/Garfield Elementary School

For more information on this program, contact Janice Ghenene, Director, Community Outreach, DBFI at (202) 727-1564.



LINK TO OTHER WEBSITES

[DC Agenda](#)

[Hands on DC](#)

[DC Convention and Tourism](#)

[DC Public Library](#)

Political Rivals Find Harmony in Singing to Promote Washington, DC

On Wednesday, June 26, I had the pleasure of announcing the debut of a brand new public service announcement (PSA) promoting tourism in Washington, DC. What made this debut so pleasurable for me was that I was joined by the incomparable Roberta Flack, a true "daughter of DC" who contributed her time and most importantly her voice throughout the 30-second spot. Roberta Flack spoke at length at my weekly press briefing about how her career began in the District when she sang at Mr. Henry's on Capitol Hill and other small venues around town.

Created by Jeff Cooney of EUE/Screen Gems, New York, the DC PSA features some of the nation's most recognizable political figures along with a number of local luminaries. In addition to solos by Speaker of the House Dennis Hastert and First Lady Laura Bush, the ad features the unlikely pairing of Senate Majority Leader Tom Daschle crooning with Senate Minority Leader Trent Lott and an improbable duet featuring Republican Arizona Senator John McCain and Democratic House Minority Leader Richard Gephardt. Washington Redskins great Darrell Green and Washington Freedom star Mia Hamm are also featured in the ad.

The 30-second spot, created, organized and produced free as a public service by EUE/Screen Gems Ltd., in New York, opens with Flack, seated in front of the US Capitol singing the George Gershwin classic "Of Thee I Sing." As the ad continues, the political and local celebrities are seen singing snippets of the song while standing by some of the city's most inspirational locations, including the Capitol, the White House and the Lincoln Memorial. The PSA has been sent to television stations around the country in the hope that it will lure more visitors to the District. [Click here to view the PSA.](#)

The Washington, DC Convention and Tourism Corporation (WCTC) estimates that more than 18 million travelers visit the nation's capital every year. Numbers have been down, however, since September 11. The city's hospitality and cultural communities have collaborated to create exciting promotions and festivals throughout the summer.

Community News

- [Mayor Announces Appointment of Interim DC FireEMS Chief](#)
- [Mayor, Agency Directors Kick Off Summer 2002 Youth Programs](#)
- [Mayor Appoints James Buford Acting Director of Department of Health](#)

District Activities

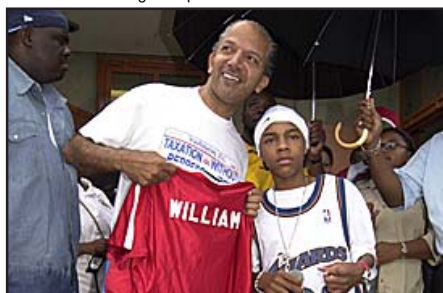
[Click here](#) to view releases.



Roberta Flack poses with Mayor Williams and Vicki Isley of the Washington Convention and Tourism Corporation, after the release of the public service announcement in which she sings the praises of the District.



Renovations begin at the Tenleytown Firehouse.



Lil BowWow was the surprise guest at the official opening of the District's swimming pools.



Councilmembers, Mayor Williams and other dignitaries cut the ribbon at the official grand opening of the John A. Wilson building.



Upcoming Events

07/12-07/15	Thai Week in DC Freedom Plaza Pennsylvania Avenue, NW between 13 th & 14 th Streets
07/20	Hechinger Mall Walk 2 pm 1601 Maryland Avenue, NE
07/30	Town Hall Meeting 7 pm People's Congregational Church 4704 13 th Street, NW

[Click here](#) to view the Mayor's daily schedule.

